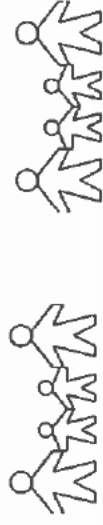


# RAPID SAFETY FEEDBACK





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# What is RSF?

- **Identifies Assessments where children are at high risk through Mindshare software**
  - Approximately 70+ risk factors are considered
- **Quality Assurance process**
  - Allows for additional staff involved to review high risk assessments to ensure safety and mitigate risk
- **Supports but does not replace professional judgment**
  - The software identifies high risk assessments based on data but DCYF staff are making decisions based on what they see and learn
- **Shared Accountability**
  - RSF staff review priors
  - Teamings to problem solve and brainstorm as a team
  - Structured supervision

# What's in it for Me?

- **Shared Risk and Responsibility**
- **Second set of eyes**
- **Collaboration (brainstorming)**
- **Open communication and respect**
- **Shared Action Planning**

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# RSF Process

- **Mindshare identifies assessments daily**
  - 5-7% of assessments identified for RSF
- **Risk factors identified and compared**
  - 70+ risk factors including mental health, substance abuse, specific allegations, priors, demographics
- **Identified assessments sent to RSF team**
  - This will occur the business day after the assessment is accepted at intake



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# RSF Process

- **RSF Team reviews all priors in depth**
  - This includes reviewing allegations, every contact note, closing summary, safety plans, etc. This will occur for every person identified in the assessment including extended family, etc.
- **Team reviews Bridges using QA tool**
  - Safety
  - Background and priors
  - Quality of contacts
  - Living environment assessed
  - Collaterals
  - Safety interventions
  - Referrals & recommendations
  - Supervisory decision making



# RSF Process

- **Coaching and support via teaming meetings or phone calls**
  - Teaming will be a conference call or face to face opportunity for RSF coach or supervisor to work with field staff to address any additional needs the family/assessment may have to ensure safety and risk are addressed
- **Action planning**
  - During the teaming, tasks will be identified that need to be completed with specific timeframes based on safety
- **Supporting, monitoring, and updating plans**
  - RSF staff will continue to be a support and monitor safety and risk throughout assessment. Review will be done every 30 days the assessment remains open
- **Accountability**
  - Shared responsibilities and task management
- **Data Analysis**
  - Ongoing information gathered to evaluate the RSF process, practice improvements, etc



# RSF Teaming

- Everyone deserves respect
- Everyone needs to be heard
- Everyone has strengths
- Partners share power
- Partnership is a process
- The CPSW is the expert on the family case

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# Timeline

- **Training**
  - Each DO will have training prior to RSF rolling out in their office
    - Ideally this will be scheduled for the month prior to RSF and conducted by Eckerd staff
- **Rollout**
  - 1<sup>st</sup> cohort May 2018 – Keene, Claremont, Berlin/Littleton
  - 2<sup>nd</sup> cohort July 2018-Southern, S. Telework, Conway
  - 3<sup>rd</sup> cohort October 2018 – Laconia, Manchester
  - 4<sup>th</sup> cohort January 2019 – Concord, Rochester, Seacoast
  - SAT rolling out along with their DO



# Questions?

